

Richard Gibert

ADDRESS
PHONE

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Skills:

- **Middleware:** Apache httpd, Apache Geronimo, Apache Tomcat, IBM WebSphere MQ, IBM WebSphere Application Server, IBM Sterling Connect:Direct (NDM), Informatica PowerCenter
- **Languages:** Bash, Java, Ruby, PHP, SQL, C#, ASP.Net, JavaScript, KiXtart, VBS, HTML, CSS
- **Source Control:** Subversion, Git, Mercurial, CVS, Bazaar
- **Operating Systems:** Linux, Solaris, Windows
- **Build Tools:** Capistrano/Webistrano, Maven, Ant, Make
- **Identity Management:** LDAP, Active Directory, OpenSSO
- **Monitoring:** Nagios

Work Experience:

- **DevOps Lead, Enterprise Information Management**
RBC
January 2016 to present
- **Implementation Analyst, Delivery and Support Services**
Analyst II
Analyst III
Analyst IV
Symcor
July 2008 to September 2009
September 2009 to March 2012
March 2012 to January 2016
A provider of financial processing services, including check processing, payment processing, statement production, and document management services.
 - Provide expertise to projects for implementing middleware systems across all development, test, and production systems, working with developers, testers, project managers, and internal and external clients
 - Sought after by project managers for ability to solve hard problems and explain technical details in plain language
 - Extensive experience managing middleware systems/application servers, including writing command line scripts and manipulating configuration files
 - Build solutions that are simple to set up and maintain, to ensure consistent deployment and configuration
 - Effective at navigating change processes, coordinating multiple stakeholders to ensure rapid progression from initiation through to completion and avoiding unnecessary delays
 - Automate and manage build and deployment processes, allowing greatly reduced deployment time requirements and consistent deployment procedures
 - Investigate and remediate security issues, addressing newly-discovered vulnerabilities via configuration changes or upgrades
 - Lead creation of best practice processes and procedures to ensure system implementations are consistent, reliable, and scalable
 - Standardise Apache httpd configuration across the company to simplify configuration management, ensure proper security levels, and allow for easier problem investigation
 - Standardise Apache Tomcat setup of our applications to allow for easy updates and consistent configuration
 - Spin up proof of concept setups to evaluate new products, ensuring they integrate effectively with existing systems and meet business requirements
 - Implement and manage client facing single sign-on (SSO) solutions based on SAML 2.0
 - Develop and manage internal monitoring and system management tools
 - Provide 24/7 support for middleware systems including WebSphere MQ, Apache httpd, Apache Tomcat, Apache Geronimo, WebSphere AS and IBM Sterling Connect:Direct

- **Interactive Media Developer**

The Mississauga News

May 2008 to June 2008

Mississauga's community newspaper

- Developed Mississauga community web sites using ASP.Net, PHP, JavaScript and MySQL.

- **Automation Specialist**

Metroland Media Group Ltd.

February 2006 to May 2008

A fast growing media company owning many community newspapers across southern Ontario

- Developed and maintained workflows and scripts for the MKS Integrity based C-198 compliance ticket system
- Developed applications and scripts to simplify maintenance of Active Directory user accounts, desktop systems, and server systems
- Developed SharePoint WebParts to add increased Active Directory functionality
- Administrated the MKS Integrity system, including ticket management, application maintenance and server maintenance
- Developed processes to synchronize data between various systems including Active Directory, a third party email system, Lawson, BMC Service Desk Express, and MKS Integrity
- Maintained and re-developed KiXtart based login scripts
- Provided backup support for desktop and server support team

- **Active Directory Rollout Technician**

Metroland Media Group Ltd.

May 2005 to February 2006

- Migrated Windows 2000 workstations and user profiles from an existing Windows NT 4.0 domain to a new Windows 2003 Active Directory domain for over 1,000 users
- Updated existing KiXtart login scripts to simplify maintenance
- Created VBS tools to aid in Active Directory user account management

- **Information Systems Technician**

Diageo Canada Inc.

May 2002 to December 2004

A beverage alcohol company with many premium brands across the spirit, wine, and beer categories.

- Provided second level technical support to 500 employees; including 1 national office, 7 regional offices, and 4 production plants
- Used Remedy's Action Request System to track and maintain support tickets for all incidents
- Investigated and fixed lost or incorrect customer order data caused by errors in interfaces between various sites' ERP systems
- Created test cases for user testing of a new web-based expense system and walked users through testing procedures
- Reorganized telecommunication services by identifying and cancelling duplicate and unused services; recommended the most cost effective provider, and simplified future budget tracking, saving the company over \$50,000 per year

Education and Training:

- **ITIL v3 Foundations Certification**

Loyalist Certification Services

November 2008

- **Bachelor of Computing (BCMP) in Computing and Information Science**

Queen's University

April 2003